

## TERMS AND CONDITIONS OF ONLINE TICKET PURCHASE

### § 1

#### General Provisions

1. These terms and conditions ("**Terms and Conditions**") lay down the rules of online purchase of group and individual tickets to the attractions offered by the Copernicus Science Centre (ul. Wybrzeże Kościuszkowskie 20 in Warsaw), hereinafter referred to as "**the Centre**".
2. Tickets are purchased online at [www.bilety.kopernik.org.pl](http://www.bilety.kopernik.org.pl) and through a dedicated mobile application, hereinafter referred to as "Application", and the purchase means that the buyer acknowledges the visitor regulations of the attraction for which the ticket is being purchased. Visitor regulations for each of the attractions are available at [www.kopernik.org.pl](http://www.kopernik.org.pl) and [www.niebokopernika.org.pl](http://www.niebokopernika.org.pl).
3. Online ticket purchase is possible after registering at [www.bilety.kopernik.org.pl](http://www.bilety.kopernik.org.pl) or via the Application and accepting the clauses related to the consent to the processing of personal data, as well as after making the payment through PayU system.
4. The current opening times of the individual attractions are published at [www.kopernik.org.pl](http://www.kopernik.org.pl) and [www.niebokopernika.org.pl](http://www.niebokopernika.org.pl).
5. Through the online sales system you can buy tickets for exhibitions, Family Workshops, Evenings for adults, attractions at the Heavens of Copernicus planetarium (films, shows, concerts, lectures), and book an entry to the Buzzz! Exhibition. In addition, through the [bilety.kopernik.org.pl](http://bilety.kopernik.org.pl) website it is also possible to purchase tickets for the labs (biology, chemistry, physics and robotics).
6. For some events, such as "Lates" 18+ or concerts in the planetarium you can buy only individual tickets.
7. If a ticket is purchased online contrary to the regulations of a given attraction (e.g. without observance of the age limit), the person is not entitled to a refund.

### § 2

#### Registration

1. You can register at [www.bilety.kopernik.org.pl](http://www.bilety.kopernik.org.pl) or via the Application by giving your first name, surname, e-mail address, and by setting and entering a password.
2. Each person registering online will receive a return message to the e-mail address provided in the registration form saying whether the application was delivered to the Centre and whether the profile of the person has already been registered.

3. For the registration to be successful you need to enter correct data in the registration form.
4. The Centre reserves the right to delete any account that has not been logged in correctly in the last 24 months.

### **§ 3**

#### **Online purchase, general principles**

1. During one logon session you can make up to three different transactions, each of up to 70 group tickets and up to 10 individual tickets entitling the holder(s) to enter the exhibition area.
2. Online sales for group tickets are only available via the website [bilety.kopernik.org.pl](http://bilety.kopernik.org.pl)
3. If you wish to make more (four or more) online transactions, you must log out from the system and log in again after at least 30 minutes.
4. You can only log in to one account from one device at a time, using one tab within one browser window.
5. Each online booking of group tickets will be assigned an individual transaction number and requires a separate payment.
6. Each online booking of individual tickets will be assigned an individual transaction number with an option to pay the total for all the bookings at once.
7. If you wish to receive a VAT invoice, you must provide the necessary invoice data:
  - 1) first name, last name or the business name of the purchaser;
  - 2) address (city, postal code, street name);
  - 3) tax identification number NIP (not applicable to individuals).
8. The invoice will be sent by e-mail.
9. Payments for online purchases can be made only via PayU with a payment card accepted by the PayU system, by electronic bank transfer, or other forms made available by PayU through the [bilety.kopernik.org.pl](http://bilety.kopernik.org.pl) website. Information on whether the bank from which the payment transaction will be made is served by the system can be found at <http://www.kopernik.org.pl>
10. Payment must be made within 15 minutes of selecting the time of the visit, without interrupting the transaction process. Otherwise, after this time the booking will expire and the tickets will be again available for purchase.
11. Within 30 minutes of the end of the online purchase, the system will send to the e-mail address provided in the profile an e-mail containing the confirmation and transaction number, as well as electronic tickets with QR codes, saved in PFD format.

The terms and conditions of returns of the purchased tickets are specified in the "Copernicus Science Centre Visitor Regulations"/the "Heavens of Copernicus Planetarium – Visitor Regulations".

#### **§ 4**

##### **Exhibitions in the Centre**

1. Electronic ticket entitles the holder to enter the exhibition area on the day of the visit, not earlier than 30 minutes before and no later than 60 minutes after the booked time of the visit. This does not apply to tickets which include the entry to the Centre and participation in Minilabs – they entitle the holder to enter the Centre from the opening hour of the Centre on that day to the Minilab classes start time. If the ticket is not activated within that time frame, the Centre does not make a refund.

#### **§ 5**

##### **Labs**

1. Before making an online purchase, please read the description of the workshops run in the Chemistry, Biology, Physics and robotics lab. A detailed schedule of the classes is available at: [www.kopernik.org.pl](http://www.kopernik.org.pl).
2. For organised groups the admission fee to the classes in the Chemistry, Biology, Physics and robotics lab is the same irrespective of the number of people who attend them. The fee is specified in the price list available online at [www.kopernik.org.pl](http://www.kopernik.org.pl).
3. Laboratory class participants must arrive at the laboratory no later than 10 minutes before the start of the class. Late participants will not be allowed to enter the laboratory room after the start time. The provisions of the previous sentence also apply in the event of a whole group being late. In the case of an absence, including being late, the ticket shall not be refunded or exchanged for another class.

#### **§ 6**

##### **Planetarium**

1. During one logon session to the online ticket purchase system you can make up to three different transactions, each of up to 70 group tickets and up to 10 individual tickets.
2. Along with the purchase of a ticket to the Planetarium you can also purchase tickets to permanent exhibitions and to the labs, in accordance with § 4 and 5.
3. The purchased electronic ticket entitles the holder to enter the show at the time indicated on the ticket. You should arrive at the screening room no later than 5 minutes before the start of the show. If you arrive late to the show, you are not entitled to a refund or to exchanging the ticket for a ticket to a different show.

## **§ 7**

### **Copernicus Club**

1. To be able to purchase a Copernicus Club membership package you must register in the online sales system.
2. Bookings for Copernicus Club events will be made in accordance with the rules specified each time in the regulations of a given attraction.
3. Detailed rules for joining the Copernicus Club are specified in separate terms and conditions available online at [www.kopernik.org.pl](http://www.kopernik.org.pl) and at the ticket offices of the Centre.

## **§ 8**

### **Final provisions**

1. The Centre has the right to amend these Regulations. The amended Regulations will be published online at [www.kopernik.org.pl](http://www.kopernik.org.pl) and provided at the ticket offices of the Centre.
2. These Terms and Conditions are an integral part of the "Copernicus Science Centre Visitor Rules" and the "Heavens of Copernicus Planetarium – Visitor Regulations" available online at <http://www.kopernik.org.pl>.
3. All matters not regulated by these Terms and Conditions are subject to the "Copernicus Science Centre Visitor Rules", the "Heavens of Copernicus Planetarium – Visitor Regulations" as well as the rules of individual attractions/events included in the ticket.
4. The prices of tickets purchased online are the same as the prices indicated in the price list at [www.kopernik.org.pl](http://www.kopernik.org.pl).